



Customer Success Story : Whirlpool



“ We have achieved immediate savings that will total as much as 500,000 pesos (\$26,500 USD) per year by significantly reducing maintenance, fuel and operational costs. ”

- Rogelio Cuellar Cabrera
Senior Manager
Whirlpool Mexico

Background

The Whirlpool Corporation is Fortune 500 American multinational manufacturer and marketer of home appliances, headquartered in Michigan, United States, with an annual revenue of approximately \$21 billion, 100,000 employees, and more than 70 manufacturing and technology research centers around the world. Whirlpool® Mexico's Home Service Technician division had to cope with challenges like cutting costs, improving workflow efficiencies and increasing customer satisfaction.

Challenge

Whirlpool Mexico customer service operations needed to better meet its commitments to customers and ensure that the Home Technician team was performing services on time. The customer needed a solution that would better capture what was happening in the field and technician time spent on each service call.

Solution

As a leading global provider of connected vehicle technology, Azuga has the automotive knowledge to understand the nuances of OBD technology as implemented by vehicle manufacturers across the globe. Whirlpool Mexico implemented Azuga's plug and play OBDII device throughout its fleet in 2015. Immediately following implementation, the company experienced a number of benefits such as ability to measure in real time driver behaviour, vehicle health, fleet optimisation and costs as well as actual versus planned customer visits.

Results

Since deploying Azuga across its entire home service fleet, Whirlpool Mexico has achieved significantly better on time performance, and has realized operational efficiencies through reduced downtime and better routing. In the first three months of use, they identified and eliminated misuse of company vehicles and unscheduled service calls, which drastically increased overall performance. The Azuga Fleet solution gives Whirlpool Mexico the tools and data they need to effectively manage service operations in real time and through detailed reporting provided for each operational center.

- ▶ Complete elimination of unscheduled service visits by technicians and use of fleet vehicles for personal purposes
- ▶ Over 3 months, reduced route distances by 5,000 kilometers through control of vehicle use and better routing
- ▶ 10% reduction in maintenance costs through improvements in driver behavior

Whirlpool Mexico is just one example of how our connected vehicle solutions are improving fleets across the globe.

